



Report to the Auburn City Council

Action Item
Agenda Item No. **6**

[Signature]
City Manager Approval

To: Mayor and City Council Members
From: Valerie Harris, Chief of Police
Date: January 10, 2011
Subject: Approval of Technology Support Services Memorandum of Understanding with the Placer County Sheriff's Office

The Issue

Should the City Council approve by resolution the Technology Support Memorandum of Understanding with the Placer County Sheriff's Office for continued technical support of specific public safety-related software applications?

Conclusion and Recommendation

Staff recommends the City Council approve by resolution the Memorandum of Understanding, between the Placer County Sheriff's Office and the Auburn Police Department, for technical support and maintenance of shared public safety-related technology systems.

Background

Beginning in December 2000, the Auburn Police Department entered into an integrated public safety system with the Placer County Sheriff's Office. The vendor, Tiburon, Inc., offered technology that would enhance public safety efforts by both agencies. The Tiburon system consisted of integrated computer-aided dispatch (CAD) allowing both agencies to dispatch patrol units for their respective agencies and in turn dispatch for each other should such an emergency arise. Other system capabilities included patrol unit status tracking, address verification, real time mapping and more. This integration of service proved positive and both agencies agreed to look for avenues to expand upon the benefits of the relationship.

In 2003, Tiburon worked with the Placer County Sheriff's Office, Auburn Police, and Roseville Police to expand existing system technologies and data sharing. All three agencies partnered in an enhanced CAD system that built upon existing functionality and expanded capabilities. While the CAD dispatching system was the only segment shared entirely by all three agencies, the records management system (RMS) was integrated to include Roseville and Placer. This meant Auburn would continue to maintain and store crime reports, traffic collision investigations, etc., in a standalone system while Roseville and Placer would operate on a shared user platform. All three agencies benefit from the integration as the system allows for searches consisting of person's local jail booking and arrest history, outstanding warrants, probation history and more.

These partnerships have continued to expand and grow to date, which brings us to the current project under way involving the transfer of police reports to the Placer County District Attorney's office via document imaging. This is again a regional effort to build a more fluid shared transfer of documents to the Placer District Attorney's Office (DA) for processing.

Currently, the Auburn Police Department (APD) is required to hand deliver all reports to the Placer DA on an almost daily basis because of the timeliness requirement to file charges against an individual. This puts additional burden on staff and/or volunteers that must transport documents to the DA's office located in Roseville. The DA has been working with all law enforcement agencies throughout Placer County to implement an integrated document imaging system called SIRE. SIRE allows all agencies to scan required documents and electronically forward the documents to the DA for processing of criminal complaints. In turn, the DA will be able to send specified information from these same reports to the Placer County Courts in the same electronic format. This entire process is designed to lessen the time for document transfer, eliminate entry duplication time by staff at all partnering agencies, minimize potential errors that occur during multiple entries of the same information, and more.

The funding for implementation of the SIRE project has primarily come from the Department of Homeland Security 2009 Grant funds totaling \$100,000. These funds were allocated for document scanning and imaging capabilities for the Placer Sheriff, and Auburn and Roseville Police Departments. LR Hines, the system integrator, is responsible for initial implementation and ongoing maintenance and support. Additional maintenance and support costs will be paid to the Placer County Sheriff's IT as Auburn chose to partner with the Sheriff rather than incur much greater costs for a standalone system the City would be required to fully fund and maintain.

Hardware required for completion of this imaging project for APD includes: one scanner, a scanning workstation computer, and an electronic filing "cabinet" for indexing and report filing. The total DHS grant funding provided to Auburn totals \$3,450.00. Of this amount, Placer Sheriff's IT has expended \$1,671 on behalf of APD for equipment outlay costs. The remaining \$1,779 in DHS grant funds is designated for the purchase of one workstation computer. The computer purchase price of \$1,844 requires an additional outlay of \$65 by the City of Auburn. The additional expense of \$65 will come from APD's FY 2010-11 budgeted funds.

Software and associated licensing costs for implementation include two full access user licenses at \$979.00 each and four view only access licenses for \$333.00 each. These initial software and licensing costs total \$3,290 and are covered by DHS grant funds. LR Hines software and support fees each year thereafter will total \$2,296 and be paid through APD's annual budget. APD will pay Placer County Sheriff's IT an annual maintenance and support fee of \$2,000 for services specific to SIRE. The first payment for Sheriff IT support and maintenance comes due May 2011 for the 2011/12 fiscal year.

The attached MOU with the Sheriff's IT specifies annual costs for SIRE and CAD support and maintenance. Previous MOU's with Sheriff IT consisted of annual reoccurring costs of \$8,000 for CAD technology support, and with the newly added SIRE application, total annual support costs will be \$10,000.

Alternatives Available to Council; Implications of Alternatives

1. Proceed with Staff Recommendation and approve the resolution
2. Do not proceed with staff recommendation and deny the resolution

Fiscal Impact

1. The City of Auburn will pay a total of \$10,000 per year for expenses previously defined by MOU with Sheriff IT and new costs associated with the implementation of the SIRE system.

MEMORANDUM OF UNDERSTANDING

Auburn Police Department Placer County Sheriff's Office

For

Auburn Police Department's Technology Support

This Memorandum of Understanding (MOU) is entered into between the Auburn Police Department (APD) and the Placer County Sheriff's Office to provide technical support for specific public safety-related software applications, effective on the date signed. The software maintenance and vendor support costs are not included in this document as they are based on a separate mutually agreed upon cost sharing model per the system.

1. PURPOSE

This Memorandum of Understanding is to define:

- The specific support services provided to the Auburn Police Department by technical staff in the Placer County Sheriff's Office.
- The specific responsibilities of each agency and a mutually agreeable mechanism to estimate the yearly budget of services, which will be provided by the Placer County Sheriff's Office and paid by June 30th each fiscal year, are included in this document under Schedule of Costs.
- The specific regionally shared system support costs paid to the vendors in whole by the Placer County Sheriff's Office and qualify for partial reimbursement by Auburn Police Department.
- A baseline that can be referenced to mitigate and resolve discrepancies.

2. DEFINITIONS

- APD refers to the Auburn Police Department.
- Sheriff IT refers to the Information Technology Unit of the Placer County Sheriff's Office.
- Network and Infrastructure refers to the Placer County Enterprise Network consisting of the integrated local and wide area data communications architecture and its component parts including, but not limited to, routers, switches, and IP protocols.
- APD Dispatch Network refers to workstations, servers, and equipment located within the APD Dispatch Center which are connected, via Placer County router at APD, to the Placer County Enterprise Computer "Network and Infrastructure", as well as software, both application and operating system, which resides on the connected hardware. Per DOJ's CLETS Policies, Practices, and Procedures (PPPs), computers that access CLETS are to reside only on a "public safety-specific" network. Because there currently is no secure separation of networks between the City of Auburn and the APD, the Dispatch

workstations accessing CLETS are physically isolated and not accessible from the shared City of Auburn and APD network.

- City of Auburn Network refers to workstations, servers, and equipment attached to the local area network presently shared by City of Auburn and APD and which are not connected either physically or logically to the Placer County Enterprise Computer “Network and Infrastructure”, as well as software, both application and operating system, which resides on non-connected hardware.

3. RELATED BACKGROUND

The Information Technology (IT) Unit in the Placer County Sheriff's Office has long provided technical assistance and guidance for APD as a close public safety partner. The past focus had been primarily on supporting APD's use and administration of the regional Tiburon Public Safety System. However, the Placer County public safety agencies are now implementing more advanced technology, requiring a greater level of service and support from Sheriff IT and the need to define and memorialize each agencies' roles and responsibilities.

With only APD's Dispatch Center using the regional Tiburon Public Safety System, support was narrowly focused. However, newer technology is being deployed at APD and includes; Secure Broadband Wireless Network connectivity for Mobile Data Computers (MDCs), SIRE document imaging system housed at and shared with Placer County Sheriff, and Coplink Investigative Analysis software.

4. KEY PLANNING SPECIFICATIONS

The following identifies the responsibilities between the Sheriff's Office and the Auburn Police Department.

- APD will designate “CAD liaison” to provide primary support for all internal public safety services and applications, including the regional Tiburon Public Safety System. Examples of primary support duties include; first-line troubleshooting of user or system issues, forwarding of system notification messages to end-users, participation in regional project meetings, and end-user training.
- APD will designate “SIRE liaison” to provide training and primary support for APD end-users of the SIRE Document Management System. Examples of primary support duties include; first-line troubleshooting of user or system issues, forwarding of system notification messages to end-users, participation in system project meetings, and end-user training.
- Sheriff IT will provide APD with secondary support services for the regional Tiburon Public Safety System. Examples of secondary support duties include; escalation point to receive issues from APD's “CAD liaison” after primary troubleshooting steps are performed, “CAD liaison” train-the-trainer, and configuration management.
- Sheriff IT will act as primary system administrator, performing related duties for the shared SIRE Document Management System. Examples of primary system administrator duties include; user account and group security administration; system maintenance and data protection.

5. SPECIFIC RESPONSIBILITIES

The following identifies specific responsibilities between APD and Sheriff IT:

Auburn Police Department

- APD will be responsible for designating “CAD liaison” and “SIRE liaison” and ensuring they are responsive to Sheriff IT coordination requests.
- APD will maintain full responsibility for providing and maintaining all equipment on the Auburn-side of the Placer County provided router, including firewalls, routers, switches, servers, workstations, printer hardware, and software supported on the City of Auburn Network.
- APD will maintain full responsibility for continuing physical or logical separation of the CLETS-accessible terminals from Auburn’s general government network users.

Placer County Sheriff’s Office – Sheriff IT

- Sheriff IT will act as liaison to County IT for their maintaining access for APD to the Placer County Enterprise Network via a route through an un-trusted Public Safety fire-walled interface. This route includes pass-through access to Sacramento County and Cal-DOJ services.
- Sheriff IT will provide secondary or escalation support for the Tiburon CAD system after APD’s designated “CAD Liaison” has made every effort to resolve the issue.
- Sheriff IT will provide secondary or escalation support and system administrator duties for the shared SIRE Document Management System.
- Sheriff IT will maintain full responsibility for providing and maintaining all equipment on the Placer County network and systems, including firewalls, routers, switches, servers, backups and data recovery, security, workstations, printer hardware, and software supported on the Placer County Network.
- Sheriff IT will provide APD technical support as follows:
 - Tiburon CAD service interruption - 24 hours day, 7 days a week via on-call pager and Sheriff IT After-Hours Support Line: (530) 886-5735.
 - Tiburon CAD non-critical issues after APD liaison has taken initial troubleshooting steps – 0730-1700 M-F
 - SIRE Document Management issues after APD liaison has taken initial troubleshooting steps – 0730-1700 M-F

6. CONFIDENTIALITY OF DATA

Each Sheriff IT staff member has successfully completed a comprehensive law enforcement background check upon beginning employment in the Placer County Sheriff’s Office. All

application data is considered sensitive and access to this information will be limited to the application administrators only. These key staff members realize the importance of maintaining confidentiality and understand that system/application logs may be used in the future to verify any misconduct during the course of a mutually approved internal affairs investigation.

7. SCHEDULE OF COSTS

The following costs and charges have been identified for the APD Support Agreement. These costs will be prorated based on length of support in a given fiscal year.

Auburn MOU

Shared System/Vendor Maintenance

Current Tiburon (software/hardware) maintenance - based on agreed upon cost-sharing model

Current SIRE Doc Imaging maintenance pd to L.R. Hines, Inc. - based on agreed upon cost-sharing model

Support Services

\$ 9,500 Technical Support Services MOU

-- \$7,500 - Tiburon CAD Support (24/7)

-- \$2,000 - SIRE Doc Imaging System Support (0730-1700 M-F)

\$ 500 CAD Report Database Services - \$500 (add to MOU)

\$ 10,000 Total

8. REVISIONS TO MEMORANDUM OF UNDERSTANDING

- Memorandum of Understanding will be in effect until either party provides written notification 90 days prior to the end of the Fiscal Year.
- Amendment to Memorandum of Understanding. This agreement may be amended with written approval of the Sheriff, City of Auburn Police Chief or their designees. In the event that amendments increase the scope of work or services performed by Sheriff IT, the costs defined in this MOU will be re-evaluated.
- Cancellation. It is mutually agreed that either party upon giving written notice 90 days prior to the end of the Fiscal Year, may cancel this Agreement. In the event of cancellation, the requesting entity shall pay for all work and services performed to date of cancellation.

Agreement to MOU:

Valerie Harris
Chief
Auburn Police Department

Date: _____

Edward Bonner
Sheriff-Coroner-Marshal

Date: _____

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